

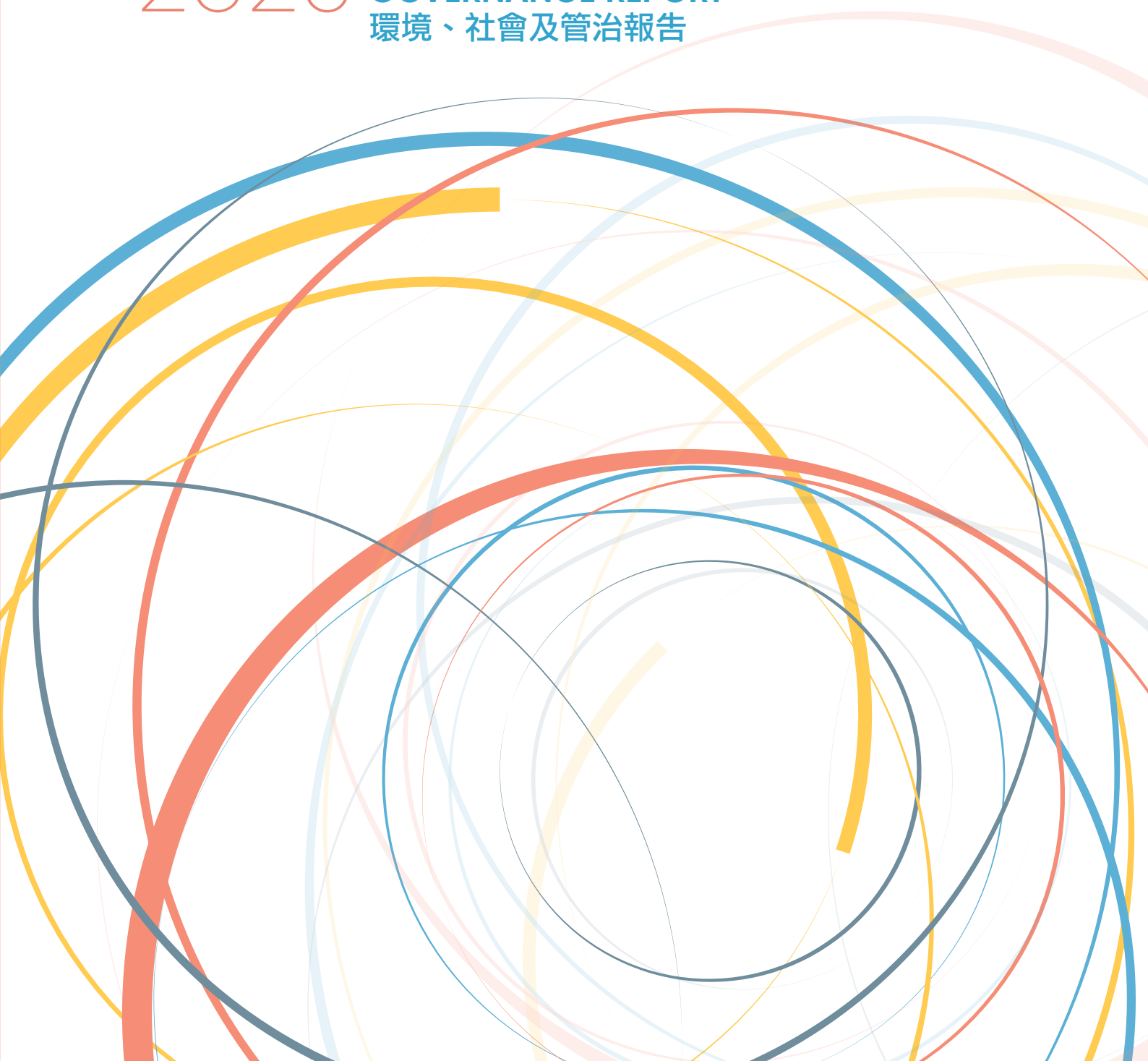
CBK Holdings Limited 國茂控股有限公司

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立之有限公司)

Stock Code 股份代號 : 8428

2023 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 環境、社會及管治報告



Environmental, Social and Governance Report

環境、社會及管治報告

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Environmental, Social and Governance Report

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ABOUT THIS REPORT

CBK Holdings Limited (the “Company”) together with its subsidiaries (the “Group”) and its directors (the “Directors”) are pleased to present the annual Environmental, Social and Governance (“ESG”) Report (the “ESG Report”) for the year ended 31 March 2023 (the “Reporting Period”).

The general disclosure and compliance issues contained in this ESG Report mainly cover the principal operation and core business of the Group, being the provision of food catering service through a chain of restaurants in Hong Kong for the Reporting Period. Compared to the previous Reporting Period, the reporting scope also includes a newly opened restaurant in San Po Kong in September 2022 and excludes the closed restaurant in Tai Wai in April 2022 due to the expired lease.

This ESG Report is prepared with reference to the Environmental, Social and Governance Reporting Guide (the “ESG Guide”) set out in Appendix 20 to the Rules Governing the Listing of Securities on GEM of The Stock Exchange of Hong Kong Limited (the “GEM Listing Rules”). This ESG Report sets out the environmental and social activities, challenges and measures of the Group to demonstrate its long-term commitment to ensure that its activities, at all levels, are economically, socially and environmentally sustainable.

The ESG Report has been prepared based on three reporting principles, including materiality, balance, quantitiveness and consistency. The ESG report covers the material ESG factors that are sufficiently important and material to different stakeholders. With reference to the ESG Guide, this ESG Report presents relevant aspects and key performance indicators (“KPI”) considered relevant and material to the Group’s operations. The ESG Report must provide an unbiased picture of the ESG performance of the Company. It should avoid selecting, omitting, or presenting formants that may inappropriately influence the decision or judgement of the readers. Methodologies and key performance indicators are used and calculated in a consistent approach. If there are any changes in consistency that may affect a meaningful comparison detail would be disclosed.

關於本報告

國茂控股有限公司(「本公司」)連同其附屬公司(統稱為「本集團」)及其董事(「董事」)欣然提呈截至2023年3月31日止年度(「報告期間」)的年度環境、社會及管治(「環境、社會及管治」)報告(「環境、社會及管治報告」)。

本環境、社會及管治報告所載一般披露資料及合規事宜主要涵蓋本集團於報告期間的主營及核心業務在香港透過連鎖餐廳提供餐飲服務。相較上一報告期間，報告範圍亦包括於2022年9月在新蒲崗新開設之一間餐廳，但不包括於2022年4月因租約到期而關閉的大圍餐廳。

本環境、社會及管治報告乃根據香港聯合交易所有限公司GEM證券上市規則(「GEM上市規則」)附錄20所載環境、社會及管治報告指引(「環境、社會及管治指引」)編製而成。本環境、社會及管治報告載列本集團的環境及社會活動、挑戰及措施，以證明其業務在所有層面上均屬於經濟、社會及環境上可持續的長期承諾。

本環境、社會及管治報告乃根據三個報告原則(包括重要性、平衡、量化及一致性)編製。環境、社會及管治報告涵蓋了對不同持份者而言屬足夠重要及重大的主要環境、社會及管治因素。經參考環境、社會及管治指引後，本環境、社會及管治報告呈列被視為與本集團業務相關且對本集團業務屬重大的相關範疇及關鍵績效指標(「關鍵績效指標」)。環境、社會及管治報告須公正地呈報本公司在環境、社會及管治方面的表現。應避免選擇、遺漏或按不當格式呈報從而可能誤導讀者的決策或判斷。統計方法及關鍵績效指標按一致性方法使用及計算。倘一致性出現任何可能影響有意義的比較的變動，本公司將作出詳細披露。

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For any additional details in relation to the Group's corporate governance and financial performance, please refer to the Annual Report of the Company for the Reporting Period. Should there be any discrepancy between the Chinese and the English versions, the English version shall prevail.

ESG GOVERNANCE

An effective ESG governance helps companies develop and implement sustainability strategies, manage the reporting processes, set possible goals and formulate action plans. The Board of Directors (the "Board") has overall responsibility for the Group's ESG-related strategy management, performance and reporting with the support of the management. The Board is responsible for evaluating and determining the Group's ESG-related risks, and ensuring that appropriate and effective ESG risk management and internal control systems are in place. The Board leads and provides direction to management by instituting ESG policies and initiatives, supervising their implementation and monitoring ESG performance. The Board continues to explore ways to further strengthen the ESG governance of the Group.

On an operational level, the Group has set up an ESG working group, composed of management team from different departments. The ESG working group has delegated the responsibility of coordinating the implementation of the Group's environment, employment and service quality assurance policies. The ESG working group has been assigned to collect the data relevant to ESG and compile the ESG Report. The ESG working group reviews the ESG performance of the Group, including environmental, labour practices, and other ESG aspects. The ESG working group would periodically report the ESG performances to the Board for review and recommendation and assisting in the assessment and identification of risk management of the Group on ESG aspects.

Stakeholder participation helps the Group review potential risks and business opportunities and also facilitates the mitigation of these risks as well as the identification of opportunities. Understanding stakeholders' views allows the Group to better fulfil their needs and expectations with its business practice and manage different stakeholders' opinions.

有關本集團企業管治及財務表現的其他詳情，請參閱報告期間本公司之年報。中、英文版本如有任何歧義，概以英文版本為準。

環境、社會及管治治理

一個有效的環境、社會及管治治理有助於公司制定和實施可持續發展戰略、管理報告程序、設定可能的目標並制定行動計劃。在管理層的支持下，董事會（「董事會」）全面負責本集團的環境、社會及管治相關戰略管理、表現及報告。董事會負責評估和確定本集團的環境、社會及管治相關風險，並確保建立適當及有效的環境、社會及管治風險管理和內部控制體系。董事會透過制定環境、社會及管治政策及措施、監督其實施以及監察在環境、社會及管治方面的表現，領導管理層並提供指導。董事會繼續探索方法以進一步提升本集團在環境、社會及管治方面的管治。

在運營層面，本集團已成立環境、社會及管治工作小組，由來自不同部門的管理團隊組成。環境、社會及管治工作小組已獲委派負責協調本集團環境、僱傭及服務品質保證政策的實施。環境、社會及管治工作小組已獲指派收集與環境、社會及管治相關的數據，並編製環境、社會及管治報告。環境、社會及管治工作小組檢討本集團的環境、社會及管治表現，包括環境、勞工常規及其他環境、社會及管治層面。環境、社會及管治工作小組將定期向董事會報告環境、社會及管治表現，以供審查及提出推薦建議，並協助評估及識別本集團在環境、社會及管治方面的風險管理。

持份者參與有助於本集團檢討潛在風險及業務機遇，亦有助於降低該等風險以及識別機遇。了解持份者看法亦使本集團能通過其業務常規更好地滿足彼等之需求及期望並處理不同持份者的意見。

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Identifying the material ESG issues that matter the most to the Group is a prerequisite for setting the framework for the ESG Report and formulation of ESG management strategies. As such, the Group regularly conducts internal materiality assessments to determine the sustainability issues that matter the most to the Group, which will become the main focus of our sustainability strategy and facilitate the implementation of relevant initiatives.

Material topics are defined as any issues in which the Group's businesses have the most impact and influence on the operations and stakeholders. The Group has been able to prioritise several issues from the environmental and social aspects specified in the ESG Reporting Guide to be the material focus of this ESG Report. The material issues are listed below.

確定對本集團最重要的重大環境、社會及管治事宜是制定環境、社會及管治報告框架和制定環境、社會及管治管理策略的前提。因此，本集團定期進行內部重要性評估，以確定對本集團而言最重要的可持續發展事宜，該等事宜將成為我們可持續發展戰略的主要焦點，並促進相關舉措的實施。

重大議題被定義為本集團業務對運營及持份者具有最大影響的任何事宜。本集團已自環境、社會及管治報告指引中訂明的環境及社會方面中優先選擇了若干個議題作為本環境、社會及管治報告的重點。該等重要事宜載列於下文。

Aspects 層面	Material ESG Issues 重大環境、社會及管治事宜
A. Environmental Aspect	
A. 環境層面	
A1. Emissions	<ul style="list-style-type: none"> • Air emissions • 廢氣排放 • Greenhouse gas emissions • 溫室氣體排放 • Water pollution • 水污染 • Waste management • 廢棄物管理
A1. 排放物	
A2. Use of Resources	<ul style="list-style-type: none"> • Energy consumption • 能源消耗 • Energy efficiency • 能源效率 • Water consumption • 水源消耗 • Efficient use of raw materials • 原材料的有效使用 • Use of packaging materials • 包裝材料的使用
A2. 資源使用	

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Aspects 層面	Material ESG Issues 重大環境、社會及管治事宜
B. Social Aspect	
B. 社會層面	
B1. Employment B1. 僱傭	<ul style="list-style-type: none"> Employee welfare 僱員福利 Inclusion and equal opportunities 包容及平等機會 Talent attraction and retention 吸引及挽留人才
B2. Health and Safety B2. 健康與安全	<ul style="list-style-type: none"> Occupational health and safety 職業健康與安全 Safe working environment 安全的工作環境
B4. Labour Standards B4. 勞工準則	<ul style="list-style-type: none"> Prevention of child and forced labour 防止童工及強迫勞工
B5. Supply Chain Management B5. 供應鏈管理	<ul style="list-style-type: none"> Supply chain management 供應鏈管理
B6. Product Responsibility B6. 產品責任	<ul style="list-style-type: none"> Quality assurance 質量保證 Customer satisfaction 客戶滿意度 Protection of intellectual property rights 保護知識產權 Protection of customer privacy 保護客戶隱私
B7. Anti-corruption B7. 反貪污	<ul style="list-style-type: none"> Corporate governance 企業管治 Anti-corruption 反貪污

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In order to better govern the material ESG issues of the Group and the Group's performance in these aspects, the Group has set environmental targets for greenhouse gas emissions, energy consumption and water management. The Group will continue to strive towards achieving these targets. The Group's management will review the progress of these targets and take measures to achieve them and report on the progress to the Board at least annually. If the progress falls short of expectations or changes in business operations, it may be necessary to make changes and communicate the goals and targets with key stakeholders such as employees, customers and suppliers.

ENVIRONMENTAL ASPECTS

Emissions

The Group values and places much emphasis on the notion of sustainable development in the course of its business operations. Aiming to reduce energy consumption and carbon emissions, the Group has implemented internal rules and regulations for sound and effective management of its energy consumption, greenhouse gas emissions, as well as discharge of kitchen wastes, kitchen sewage and other pollutants. As a catering enterprise in Hong Kong, the Group continues to abide by the local environmental protection laws and regulations.

During the Reporting Period, the Group received one case of non-compliance with the Air Pollution Control Ordinance (Chapter 311 of the Laws of Hong Kong) due to the installation of 7 furnaces without approval in respect of the plans and specifications. Our management has liaised with relevant regulatory to rectify and resolve the case.

The Group will continue to observe the relevant environmental laws and regulations relating to air and GHG emissions, discharge into water and land, and generation of hazardous and non-hazardous waste. The environmental laws and regulations include but not limited to Air Pollution Control Ordinance (Chapter 311 of the Laws of Hong Kong), Waste Disposal Ordinance (Chapter 354 of the Laws of Hong Kong), Water Pollution Control Ordinance (Chapter 358 of the Laws of Hong Kong) and Noise Control Ordinance (Chapter 400 of the Laws of Hong Kong).

為更好地規管本集團的重大環境、社會及管治事宜及本集團於該等方面的表現，本集團已就溫室氣體排放、能源消耗及水管理設定環保目標。本集團將繼續努力實現該等目標。本集團管理層將檢討該等目標的進度及採取措施以達致該等目標，並至少每年向董事會匯報進度。倘進展未達預期或業務營運出現變化，其可能需作出更改，並與僱員、客戶及供應商等關鍵持份者溝通目標及指標。

環境方面

排放

本集團重視並非常關注業務營運過程中的可持續發展理念。本集團以減低能源消耗和碳排放為目標，實行內部規則及規例，確保有效地管理其能源消耗、溫室氣體排放以及廚餘、廚房污水及其他污染物的排放。作為香港餐飲企業，本集團會繼續遵守當地環境保護法律和法規。

於報告期間，本集團接獲一宗違反香港法例第311章《空氣污染管制條例》的案例，原因是在未獲批准有關計劃及規格的情況下安裝了7個熔爐。我們的管理層已與相關監管機構聯絡，以糾正及解決該案件。

本集團將繼續遵守有關廢氣及溫室氣體排放、水及土地的排污，以及產生有害及無害廢棄物的相關環境法律及法規。環境法律及法規包括但不限於香港法例第311章《空氣污染管制條例》、香港法例第354章《廢物處置條例》、香港法例第358章《水污染管制條例》及香港法例第400章《噪音管制條例》。

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Air and Greenhouse Gas Emissions

Due to its business nature, the Group does not directly generate a significant amount of exhaust gas emissions during its operation. Air pollutants, such as Nitrogen oxides (NO_x) and Sulphur oxides (SO_x), are emitted from the use of gas in restaurants and food processing.

In the course of its daily operation and office administration, the Group generates greenhouse gas emissions from gas consumption directly and electricity consumption indirectly. To effectively manage its air and greenhouse gas emissions, the Group is committed to reducing the use of electricity and saving energy by adopting the following measures:

- Turning the lighting and ventilation systems of certain rooms in the workplace off when those rooms are not in use;
- Encouraging employees to switch off IT devices, such as computers and monitors, when they are not in use;
- Installing LED lighting system in the Group's restaurants and office;
- Maintaining the room temperature in the Group's office at 25 degrees Celsius during the summer season;
- Placing "green" reminders on office equipment to raise employees' environmental awareness;
- Using modern telecommunications systems to replace unnecessary travel arrangements; and
- Encouraging employees to adopt the aforesaid energy-saving practices.

廢氣及溫室氣體排放

基於業務性質使然，本集團於營運期間並無直接產生龐大的廢氣排放。空氣污染物，如氮氧化物(NO_x)及硫氧化物(SO_x)乃源自餐廳及食品加工過程中使用燃氣的排放。

在日常營運和辦公室行政過程中，本集團燃氣消耗直接產生溫室氣體排放及電力消耗間接產生溫室氣體排放。為有效管理其廢氣及溫室氣體排放，本集團致力於通過採取以下措施減少用電及節能：

- 如工作場所所有部分房間空置，關閉該等房間的照明及通風系統；
- 鼓勵僱員在不使用時關閉IT設備，例如電腦及顯示器；
- 於本集團的餐廳及辦公室安裝LED照明系統；
- 夏季時，維持本集團的辦公室室內溫度於攝氏25度；
- 在辦公室設備上設置「綠色訊息」告示貼，提高僱員的環境意識；
- 利用現代通訊系統取代不必要的差旅安排；及
- 鼓勵僱員採取上述節能慣例。

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The Group strives to reduce its air emission and greenhouse emissions in the future as far as possible for lowering its environmental impact from its operation. The Group targets to reduce 3% of the greenhouse emission intensity by 2028 with baseline year in 2023 by reducing carbon footprint to address climate change. The Group will continue to implement the practices and actively keep track of its performance for allowing formulation of better management plans, strategies and reduction targets for further improvement.

本集團努力在未來盡可能地減少其廢氣及溫室氣體排放，以降低其運營對環境的影響。本集團的目標為通過減少碳足跡來應對氣候變化，到2028年將溫室氣體排放密度降低3%（基準年為2023年）。本集團將繼續執行該等措施並積極跟進其表現，以便制定更好的管理計劃、策略和減排目標，以作出進一步改進。

	2023 2023年	2022 2022年	2021 2021年	Unit 單位
Air emissions 廢氣排放				
Nitrogen oxides (NO _x) 氮氧化物(NO _x)	2.79	0.68	0.35	kg 千克
Sulphur oxides (SO _x) 硫氧化物(SO _x)	0.014	0.003	0.002	kg 千克
Greenhouse gas emissions 溫室氣體排放				
Scope 1 emissions ¹ 範圍1排放量 ¹	37.1	9.0	4.6	tonnes CO ₂ -e 噸二氧化碳當量
Scope 2 emissions ² 範圍2排放量 ²	294.5	223.4	229.9	tonnes CO ₂ -e 噸二氧化碳當量
Scope 3 emissions ³ 範圍3排放量 ³	3.6	5.2	–	tonnes CO ₂ -e 噸二氧化碳當量
Total greenhouse gas emissions 溫室氣體排放總量	335.2	237.6	234.5	tonnes CO ₂ -e 噸二氧化碳當量
Intensity (by revenue) 密度（按收益計）	11.1	8.7	18.6	tonnes CO ₂ -e/million HKD 噸二氧化碳當量／百萬港元

¹ Scope 1 emissions: Direct emissions from sources that are owned or controlled by the Group.

² Scope 2 emissions: Indirect emissions from the generation of purchased electricity consumed by the Group.

³ Scope 3 emissions: Other indirect emissions from the electricity used for processing fresh water and sewage by the government departments.

¹ 範圍1排放量：自本集團擁有或控制的資源中直接排放。

² 範圍2排放量：本集團消耗的購買電力產生的間接排放。

³ 範圍3排放量：政府部門處理食水及污水所用電力產生的其他間接排放。

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Hazardous and Non-hazardous Waste

The Group fully understands the importance of waste management and is committed to implementing proper management and disposal of all waste generated during its operations. During the Reporting Period, the Group adopted the 4R principle (“reduce, reuse, replace and recycle”) in its offices and restaurants.

On account of its business nature, the Group does not directly produce hazardous waste during its business operations. The Group operates a catering business; accordingly, it generally produces non-hazardous waste, namely, kitchen waste, which includes food waste, used cooking oils and grease traps waste. Such waste is properly separated and collected by the Group’s authorised waste collection and recycling contractors.

In order to manage the amount of waste generated, the Group has policies in place to reduce its waste generation through the implementation of certain control over its supply sources. The Group had utilized a central purchasing mechanism to implement cost control to achieve better control of its food purchases. The Group uses a just-in time inventory method by closely monitoring the consumption of food ingredients for each restaurant and adjusting its procurement volume for food ingredients where necessary. The measures help avoid surplus and residuals. In addition to being a responsible restaurant operator, the Group also advocates low-carbon dining, waste recycling as well as reducing the use of disposable tableware.

In the future, the Group would plan to implement a comprehensive data collection mechanism in respect of the non-hazardous waste disposed of in order to enhance waste management. The Group will also establish a reduction target in non-hazardous waste generation after the development of the data collection mechanism.

有害及無害廢棄物

本集團深知廢棄物管理的重要性，並致力於妥善地管理和處置營運期間產生的所有廢棄物。於報告期間，本集團在其辦公室和餐廳採取4R原則（「減少使用、重複利用、回收再用和循環使用」）。

基於業務性質使然，本集團的業務活動並無直接產生有害廢棄物。本集團經營餐飲業務；因此，其產生的無害廢棄物主要是廚餘，包括廚餘、已用的食用油和隔油池廢棄物。該等廢棄物經妥善分隔，並由本集團的授權廢棄物收集及回收承包商收取。

為管理所產生的廢棄物數量，本集團已通過監控若干供應來源，實施減少廢棄物產生的政策。本集團已採用集中採購機制進行成本控制，以更好地控制食物採購。本集團使用準時庫存法，密切監控每間餐廳的食物原料消耗，並於必要時調整食物原料採購量。此等措施有助避免出現食物過剩及剩餘的情況。除作為負責任的餐廳營運商外，本集團亦提倡低碳餐飲、廢棄物回收和減少使用即棄餐具。

日後，本集團計劃將就已處理無害廢棄物執行全面數據收集機制，以改善廢棄物管理。本集團亦將於建立數據收集機制後，制定減少無害廢棄物產生的目標。

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環境、社會及管治報告

Wastewater Management

In relation to the Group's wastewater management, the Group carries out oil separation and pre-treatment of wastewater before discharging wastewater. The Group also contracts a sewage service to properly handle its domestic sewage. During the Reporting Period, the Group was in compliance with the Water Pollution Control Ordinance ("WPCO") (Chapter 358 of the Laws of Hong Kong).

Use of Resources

The Group considers the conservation of natural resources to be an indispensable component to promoting a sustainable business. Through the active adoption of a variety of environmentally friendly measures, the Group is able to facilitate the efficient use of its resources, including but not limited to, energy, paper, water and other raw materials. Furthermore, the Group has implemented policies to raise its employees' awareness in relation to the conservation of electricity and has adopted energy-saving measures in its daily operations.

Energy Consumption

The Group is committed to raising its employees' awareness of resource conservation and environmental protection. Furthermore, the Group seeks business partners sharing its similar commitments to preserve the environment and operate in compliance with the applicable environmental laws and regulations. The Directors believe that such initiatives can reflect the Group's overall commitment and dedication to offering the best quality of service to its customers while simultaneously reducing its adverse impacts on the environment.

The Group is targeted to actively implement the energy-saving measures mentioned in the "Emissions" section aiming to raise the overall efficiency in energy consumption and avoid unnecessary energy wastage. Additionally, the Group will also strive to better keep track of its performance for developing more specific quantitative environmental goals and corresponding measures to keep up with the pace of energy conservation. The Group has initiated a target of a 3% reduction in terms of energy consumption intensity by 2028, compared with the baseline year of 2023.

廢水管理

在本集團廢水管理方面，本集團在廢水排放前進行隔油和預先處理。本集團亦簽訂了污水處理服務，以妥善處理生活污水。於報告期間，本集團已遵守香港法例第358章《水污染管制條例》（「《水污染管制條例》」）。

資源使用

本集團認為保護自然資源是推廣可持續業務不可或缺的組成部分。本集團可通過積極採取各項環保措施，促進有效利用資源，包括但不限於能源、紙張、水及其他原材料。此外，本集團已推行提高僱員省電意識的政策，並在日常業務中採取節能措施。

能源消耗

本集團致力提高僱員的資源保護及環保意識。此外，本集團尋求擁有保護環境和遵守適用環境法律及法規經營業務等類似承諾的商業夥伴。董事相信，這些舉措可反映出本集團的整體承諾，並致力為客戶提供最優質的服務，同時減少對環境的不利影響。

本集團的目標是積極實施「排放」章節提到的節能措施，以提高能源消耗的整體效率及避免不必要的能源浪費。此外，本集團還將努力更好地跟進其表現，以制定更具體的環境量化目標和相應措施，緊跟節能的步伐。本集團已制定2028年能源消耗密度較2023年基準年降低3%的目標。

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Direct and indirect energy consumption by type 按類型劃分的直接及間接能源消耗	2023	2022	2021	Unit
	2023年	2022年	2021年	單位
Direct energy consumption 直接能源消耗	697.9	169.4	87.4	GJ 吉焦
Indirect energy consumption 間接能源消耗	612.6	582.6	450.8	MWh 兆瓦時
Total energy consumption 能源消耗總值	806.4	629.6	474.7	MWh-e 兆瓦時當量
Intensity (by revenue) 密度 (按收益計)	26.8	23.1	37.7	MWh-e/million HKD revenue 兆瓦時當量／百萬港元收益

Water Consumption

In relation to water conservation, several restaurants of the Group are equipped with multi-functional food washers to minimise the use of water and wash dishes and cutlery more efficiently. By various means, the Group encourages its employees and customers to develop a habit of consciously conserving water. In addition, the Group also promotes the management of water through environmental messages posted in the pantry and washrooms of the Group's office and restaurants to remind employees of the importance and urgency of water conservation.

Besides educating its employees, the Group also engages in regular assessments of its utility services. In particular, the Group regularly checks for water seepage or leaking pipelines. In case such problems are identified, the Group will ensure that the defective parts causing the water seepage or leakage are replaced and repaired on a timely basis. During the Reporting Period, the Group had no issue with sourcing water that is fit for its business operations.

Since the Group endeavours to conserve water resources, the Group aims to achieve a 3% reduction in water consumption intensity in 5 years from 2023, or by 2028. In the future, the Group will continue to actively implement the above-mentioned water-saving initiatives.

水源消耗

在節水方面，本集團若干餐廳均設有多功能食物清洗機以減少用水，並更有效地清洗碗和餐具。本集團採用多種方法，鼓勵僱員和顧客培養自覺節水的習慣。此外，本集團亦通過在辦公室和餐廳的茶水間及洗手間張貼環境訊息，推廣管理用水，提醒僱員節約用水的重要性和緊迫性。

除教育僱員外，本集團亦會定期評估其公用設施服務。尤其是，本集團定期檢查出現漏水或破裂的水管。倘發現有關問題，本集團將確保及時更換和維修出現漏水或破裂的缺陷部分。於報告期間，本集團並無有關採購適用於其業務營運之水源的問題。

由於本集團致力於節約水資源，本集團計劃於2023年起計五年內或於2028年前將水源消耗密度降低3%。未來，本集團將繼續積極實施上述節水措施。

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Water consumption in total and intensity 總耗水量及密度	2023 2023年	2022 2022年	2021 2021年	Unit 單位
Total water consumption 總耗水量	5,789.3	8,253.0	6,020.7	m ³ 立方米
Intensity (by revenue) 密度 (按收益計)	192.3	302.3	477.8	m ³ /million HKD revenue 立方米／百萬港元收益

Packaging Materials

As an advocate of sustainable living, the Group is committed to adopting a paperless approach in its day-to-day operations. The Group actively encourages all its employees to reduce their use of paper by engaging in duplex printing, paper recycling and electronic forms of communication for sharing information or retaining internal administrative documents. The Group also aims to reduce the use of disposable paper products, such as paper cups, paper plates and paper towels, by providing them only when requested by its customers and encourages the recycling of reusable paper products, such as manila folders, envelopes and files, as far as practicable.

Due to the nature of the Group's business, the packaging materials during its operation mainly include the use of plastic bags and plastic containers for takeaways.

包裝材料

作為可持續生活的倡導者，本集團致力於日常中無紙經營。本集團積極鼓勵全體僱員通過使用雙面列印、紙張回收和以電子通訊方式作共享資料或保留內部行政文件，以減少用紙。本集團亦僅於顧客要求時方會提供紙杯、紙碟及紙巾等即棄紙製品，旨在減少使用該等紙製品，並鼓勵在切實可行情況下循環使用可反復使用的紙製品（如馬尼拉文件夾、信封及公文袋）。

基於本集團業務性質，其營運過程中的包裝材料主要包括外賣所使用的塑料袋及塑料容器。

Packaging material for finished products 製成品所用包裝材料	2023 2023年	2022 2022年	2021 2021年	Unit 單位
Total packaging material used 所用包裝材料總量	198.7	–	–	kg 千克
Intensity (by revenue) 密度 (按收益計)	6.6	–	–	kg/million HKD revenue 千克／百萬港元收益

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The Environment and Natural Resources

As discussed above and in our previous ESG reports, the Group's activities and operation do not generate any environmental hazards or use much of the natural resources, but as a responsible corporation, we have introduced and implemented eco-friendly practices to reduce and conserve energy, fresh water and other natural resources, and to minimize the impact on the environment directly or indirectly. We have not polluted any air, water and land, and have complied with all the environmental laws and regulations of Hong Kong and the PRC.

We cooperate with local government agencies and support environmental organizations' activities to build a "green" society. We also comply with international sourcing and United Nations standards and strictly enforce not to source any raw materials from any conflict/war zones and/or areas restricted by the United Nations that practice slave, child labour or forced labour. The Group also strives to take steps to minimise the negative environmental impact of the Group's operations.

In the course of complying with the relevant environmental laws and regulations to preserve the natural environment, the Group has also integrated the concept of environmental protection into its internal management and daily operations, with the ultimate goal to achieve environmental sustainability in the long term. In addition to strategic waste management and the conservation of resources, the Group aims to procure food that has been sourced from socially and environmentally considerate suppliers.

In the future, the Group will endeavour to continue its commitment to environmental protection and strive to build a greener and healthier environment to fulfil its responsibilities as a member of society.

環境及自然資源

誠如上文及過往的環境、社會及管治報告所述，本集團的業務及經營活動並無產生任何環境危害，亦不會使用大量的自然資源，但作為一家負責任的企業，我們已採納及實施環保慣例，以減少使用及節約能源、淡水及其他自然資源，及盡量減少對環境的直接或間接影響。我們並無對任何大氣、水及土地造成污染，並已遵守香港及中國的所有環境法律及法規。

我們與地方政府機構合作並支持環保組織的活動，建設「綠色」社會。我們亦遵守國際採購及聯合國準則，並嚴格落實不向任何受聯合國限制的衝突／戰爭地區及／或存在奴役、童工或強制勞工的地區採購任何原材料。本集團亦致力採取措施以盡量減少營運對環境的負面影響。

在遵守相關環境法律及法規以保護自然環境時，本集團亦已將環保概念與內部管理及日常業務結合起來，最終目標是實現環境長遠可持續性。除了有策略地進行廢棄物管理及節約資源外，本集團旨在採購源自關愛社會及環境的供應商的食物。

本集團日後將會繼續遵守環保承諾，努力建立一個更綠色健康的環境，履行作為社會一分子的責任。

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Climate Change

The Group acknowledges that climate change poses different kinds of risks and opportunities to our business operation. The Group will integrate the consideration of the climate change factors into our risk management systems and try to mitigate the impacts brought by the climate-related risks. The ESG Working Group provides effective governance for integrating and addressing climate change-related issues within our business.

Climate change brings about acute physical risks, which refers to an increase in the frequency and intensity of the extreme weather events, such as typhoons, heavy rains and storms, etc. These may affect the normal operation of the restaurants, electricity supplies and the transportation of food supplies. In order to better manage the physical risks, the Group has formulated the internal operating arrangement and emergency plans to prevent property loss during the extreme weather events. The properties outside the restaurants should be properly kept in indoor areas before leaving the restaurants. Food should be stored appropriately to prevent food spoilage.

Apart from the physical risks, the Group may also experience transition risks caused by the change in customer preferences. The market risks may affect the revenue due to the decrease in demand for the existing food choices on the menu. Customers may prefer to have meals made of organic vegetables or greener choices. With an aim to attract customers with different catering needs in the future, the Group will deploy more resources in conducting research on client preferences and introducing new brands to the local market.

氣候變化

本集團深知氣候變化給我們的業務營運帶來不同類型的風險及機遇。本集團將把氣候變化因素的考慮納入風險管理體系，努力減輕氣候相關風險帶來的影響。環境、社會及管治工作小組為整合及解決我們業務中的氣候變化相關問題提供有效的治理。

氣候變化帶來嚴重的物理風險，即颱風、暴雨、暴風雨等極端天氣事件的頻率及強度增加，可能影響餐廳的正常運營、電力供應及食物供應運輸。為更好地管理物理風險，本集團已制定內部經營安排及應急預案，防止極端天氣事件造成財產損失。餐廳外的財物於離開餐廳前應妥善保管於室內區域。食物應妥善儲存，以防止食物變質。

除物理風險外，本集團亦可能因客戶偏好變化而面臨轉型風險。由於對菜單上現有食物選擇的需求減少，市場風險或會影響收入。顧客可能更喜歡用有機蔬菜或更環保的選擇製作的膳食。為吸引未來有不同餐飲需求的客戶，本集團將投放更多資源研究客戶喜好及向本地市場推出新品牌。

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環境、社會及管治報告

SOCIAL ASPECTS

Employment and Labour Practices

Employment

The Group is fully aware that the growth and development of its catering business are largely driven by the quality services provided by its experienced and knowledgeable management team and other key employees. The Group has placed itself in a good position to maintain a robust business performance and facilitate stable growth for its employees.

The Group strives to uphold an open, fair, just and reasonable human resource policy. To facilitate this, the Group has tailored its recruitment policy to ensure that its recruitment is in line with the notions of equal opportunity, diversity and anti-discrimination.

Recruitment and Promotion

We adopt a robust, transparent and fair recruitment processes based on merit selection against the job criteria, and recruit individuals based on their suitability for the position and their potential to fulfil the Group's current and future needs. The Group attracts talents through open recruitment, and candidates are subjected to assessments prior to employment. Employment decision will be made based on the results of the assessment, work experience and overall ability of the candidate.

The Group provides opportunities for internal transfers under employees' request, provided that there is an opening in the transferee department. It is also subject to appraisal evaluation of the employee's qualification and approval by the head of the transferor and transferee department. Annual performance appraisal serves as an effective tool for department heads to evaluate employees' capabilities, work performances and contribution to the Group in accordance with the Group's policies and procedures, setting the basis for any salary adjustment and internal promotion. Whenever possible, promotion opportunities will first be offered to talented employees before posting job vacancies publicly. Employees are also encouraged to discuss their career development with their respective department head or the Human Resources Department.

社會層面

僱傭及勞工常規

僱傭

本集團完全明白，其餐飲業務的增長及發展主要受經驗豐富且知識淵博的管理團隊及其他主要僱員提供的優質服務所推動。本集團已為自身設定一個良好的定位，以為其僱員維持穩健的業務績效及促進穩定增長。

本集團致力秉持公開、公平、公正及合理的人力資源政策。為實現此目標，本集團已專門制定招聘政策，確保其招聘符合平等機會、多元化及反歧視理念。

招聘及晉升

我們採用穩健、透明及公平的招聘流程，根據職位標準擇優錄取，且根據個人是否適合該職位及其滿足本集團當前及未來需求的潛力招聘個人。本集團通過公開招聘的方式吸引人才，於僱傭前對候選人進行考核。僱傭決定將根據評估結果、工作經驗及候選人的綜合能力而作出。

本集團會應僱員要求提供內部調職機會，前提是調入部門須有職位空缺。有關調職亦須經調出及調入部門主管對僱員資質作出評估及批准後，方可作實。根據本集團的政策及程序，年度績效考核為部門主管評估僱員能力、工作表現及對本集團所作貢獻的有效工具，當中訂明調薪及內部晉升的基準。在可能情況下，本集團會在公開發佈職務空缺信息前優先向有才能僱員提供晉升機會。本集團亦歡迎僱員與其各自部門主管或人力資源部討論其職業發展。

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Compensation and Dismissal

The Group has formulated standardised procedures for dismissal. The dismissal process will only proceed on a reasonable basis, and the Group forbids unreasonable dismissal under any circumstances. The Group will ensure sufficient communication has been conducted on the problems prior to official dismissal. Both employee and employer are required to fill in the Resignation Notice. Employees are required to return all company property to the Human Resources Department upon leaving the Company.

Equal Opportunity and Diversity

The Group is committed to creating and maintaining an inclusive and collaborative workplace culture. We are dedicated to providing equal opportunities in all aspects of employment and maintaining workplace that is free from discrimination and physical or verbal harassment against any individual on the basis of race, religion, colour, gender, physical or mental disability, age, place of origin, marital status and sexual orientation. With the aim of ensuring fair and equal protection for all employees, we have zero tolerance for sexual harassment or abuse in the workplace in any form. During the Reporting Period, the Group did not have any material non-compliance on the anti-discrimination laws and regulations, such as the Disability Discrimination Ordinance (Chapter 487 of the Laws of Hong Kong) and Sex Discrimination Ordinance (Chapter 480 of the Laws of Hong Kong), etc.

Working Hours and Rest Periods

Apart from their entitlement to national statutory festivals and holidays, the Group's employees are also entitled to paid annual leave, sick leave, maternity leave, paternity leave, marriage leave, etc. The rest days will be arranged by the manager and the employees according to the actual operation of the store. The store manager/department supervisor shall properly arrange the relevant rest days assigned by the colleagues/subordinates of his/her department.

補償及解僱

本集團已制定標準的解僱程序。解僱程序僅會依據合理基準進行，本集團禁止任何不合理的解僱。本集團將確保在正式解僱前就有關問題進行充分溝通。僱員及僱主均必須填寫離職通知書。僱員離職本公司後，須將所有公司財產歸還人力資源部。

平等機會及多元化

本集團致力於創造及維護一個包容及協作的工作場所文化。我們致力在僱傭各方面提供平等機會，並確保任何人士在工作場所內均不會因種族、宗教、膚色、性別、身體或精神殘疾、年齡、出生地、婚姻狀況及性取向而遭受歧視以及身體或言語上的騷擾。為確保對所有僱員的公平及平等保護，我們對工作場所內任何形式的性騷擾或欺凌採取零容忍態度。於報告期間，本集團並無任何嚴重違反香港法例第487章《殘疾歧視條例》及香港法例第480章《性別歧視條例》等反歧視法律及法規的情況。

工時及休息時間

本集團僱員除享有國家法定節假日外，亦享有帶薪年假、病假、產假、陪產假、婚假等。休息日由經理及僱員根據店舖的實際運營安排。店舖經理／部門主管應妥善安排本部門同事／下屬分配的相關休息日。

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環境、社會及管治報告

Other benefits and welfare

The Directors believe that having a sense of belonging will help raise employee morale and is one of the key drivers to facilitate the Group's healthy and prosperous growth. The Group attempts to cultivate this sense of belonging through the gifting of festive food to its employees, such as mooncakes for the Mid-Autumn Festival, in recognition of their dedication, hard work and contribution to the Group. During the Reporting Period, the Group also organised regular gatherings to nurture a culture of harmony and unity among its employees of different levels and positions.

The Group strives to enrich this type of corporate culture and working environment and believes that the improvement in its employee morale resulting from such affirmative action will in turn achieve a synergistic effect to reduce employee turnover and enhance productivity.

The Group will continue to strictly observe the applicable laws and regulations and follow its employment policies relating to recruitment and promotion, dismissal and compensation, working hours, rest periods, equal opportunities, diversity, anti-discrimination and other benefits and welfare. Furthermore, the Group also aims to improve the morale of its employees by providing competitive remuneration packages, internal promotion opportunities and performance-based bonuses.

During the Reporting Period, the Group was not aware of any material non-compliance with laws and regulations in respect of its employment and human resources, including the Mandatory Provident Fund Schemes Ordinance (Chapter 485 of the Laws of Hong Kong) through its participation in the Mandatory Provident Fund retirement benefits scheme (the "MPF Scheme") for its eligible employees. In addition, the Group was also in compliance with the Minimum Wage Ordinance (Chapter 608 of the Laws of Hong Kong), the Employment Ordinance (Chapter 57 of the Laws of Hong Kong) and the Employees' Compensation Ordinance (Chapter 282 of the Laws of Hong Kong) through the offering of competitive wages, medical insurance, disability and invalidity coverage, maternity leave and other forms of compensation to its employees.

其他待遇及福利

董事深信，歸屬感將有助提升僱員士氣，並為促進本集團穩健繁榮增長的主要動力之一。本集團透過向僱員贈送節日食品（例如在中秋節送月餅等），藉以致謝他們對本集團的奉獻精神、辛勤工作及貢獻，嘗試培養出這種歸屬感。本集團亦於報告期間定期舉辦聚會，在不同階層及崗位的僱員之間培養出和諧統一的文化。

本集團致力於豐富此類企業文化及工作環境，並相信這種肯定僱員的行動可提升僱員士氣，繼而產生協同效應，以減少僱員流失及提高生產力。

本集團將繼續嚴格遵守適用法例及規例，並恪守其與招聘及晉升、解僱及補償、工時、休息時間、平等機會、多元化、反歧視以及其他待遇及福利有關的僱傭政策。此外，本集團亦旨在提升僱員士氣，方式為提供具競爭力的薪酬待遇、內部晉升機會及績效獎金。

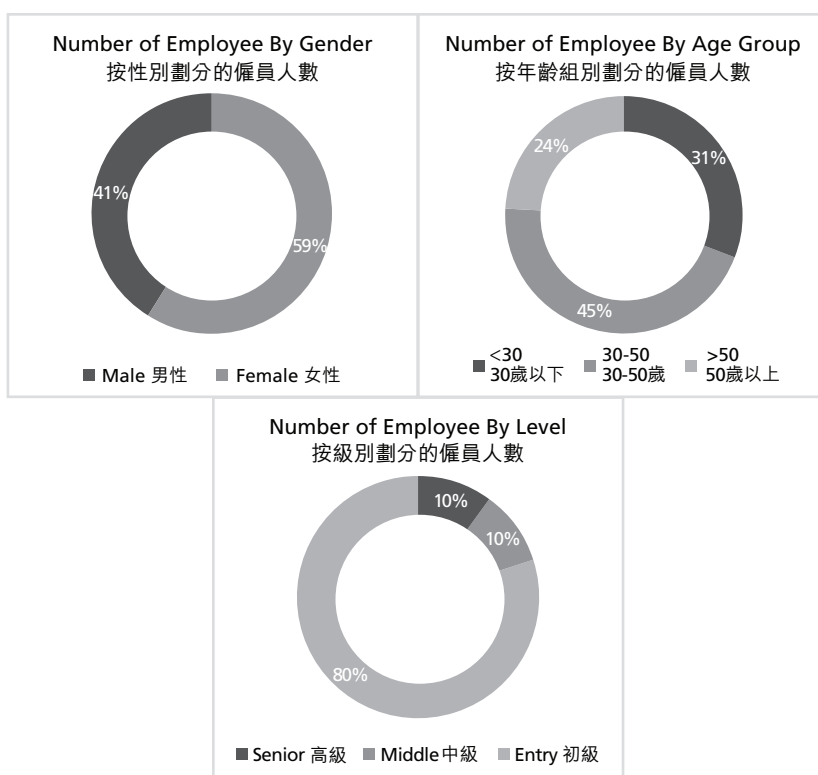
於報告期間，本集團並未發現任何違反有關僱傭及人力資源的法例及法規的重大事宜，包括香港法例第485章《強制性公積金計劃條例》，為合資格僱員參與強制性公積金退休福利計劃（「強積金計劃」）。此外，本集團亦已遵守香港法例第608章《最低工資條例》、香港法例第57章《僱傭條例》及香港法例第282章《僱員補償條例》，向其僱員提供具競爭力的薪金、醫療保險、傷疾保險、產假及其他補償。

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All of the Group's employees were full-time employees based in Hong Kong. The following charts show the details of the Group's workforce as at the end of the Reporting Period:

本集團全體僱員均為位於香港的全職僱員。以下圖表顯示本集團於報告期末的員工詳情：



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Health and Safety

Employees' health and safety are of paramount concern to the Group and is vital to the operation of the Group's restaurants. As such, the Group has accordingly devised a series of personnel management policies to provide employees with a healthy, safe, positive and motivated working atmosphere.

The Group's risk management system involves the identification, prevention, management, adaptation and mitigation of risks and hazards throughout the Group's office and restaurants as well as strict follow-up procedures for accidents or personal injuries that have occurred in the course of the operation. The Group has taken the following health and safety measures to protect its employees:

- Installing air purifiers in relatively crowded areas, such as meeting rooms;
- Prohibiting smoking and abuse of alcohol and drugs in the workplace;
- Maintaining clean and tidy rest areas, such as corridors and pantries;
- Ensuring sufficient ventilation and lighting systems in the workplace;
- Providing adjustable chairs and monitors for eye protection;
- Maintaining adequate first aid supplies in the operating sites and designating a person in charge to take care of them;
- Uploading posters of proper working postures and lifting methods accessible to the intranet and setting them up at appropriate locations in the offices;
- Arranging employees to perform daily cleaning procedures and engaging external cleaning companies to provide services, such as pest control, garbage collection, carpet cleaning, aquarium cleaning and grease tank cleaning, on a regular basis; and

健康與安全

僱員的健康與安全是本集團最關注的問題，且對本集團餐廳的運營至關重要。因此，本集團相應制定了一系列人事管理政策，為員工提供健康、安全、陽光和向上的工作氛圍。

本集團的風險管理制度包括識別、預防、管理、適應以及減低本集團整個辦公室及餐廳的風險及危害，以及於營運期間發生的事故或人身傷害的嚴格跟進程序。本集團已採取以下健康與安全措施以保護其僱員：

- 於會議室等相對擁擠的區域安裝空氣淨化機；
- 工作場所禁止吸煙及濫用酒精與藥物；
- 維持乾淨整潔的休息區，例如走廊及茶水間；
- 確保工作場所所有充足的通風及照明系統；
- 提供可調節的椅子及顯示屏以保護眼睛；
- 於作業場所維持充足的急救用品，並指定專人負責看管；
- 向內聯網上載正確工作姿勢及搬運重物方式的海報，並張貼於辦公室適當位置；
- 安排僱員進行日常清潔程序，並委聘外部清潔公司定期提供滅蟲、垃圾收集、地毯清洗、魚缸清洗及油箱清洗等服務；及

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- Conducting fire drills to raise employees' awareness of fire prevention policies and procedures and improving the evacuation plans in emergency cases by providing first aid kits and fire extinguishers in the workplace.
- 進行消防演習以提高僱員對防火政策及程序的意識，並通過在工作場所設置急救箱及滅火器改進緊急情況下的疏散計劃。

The Group maintains internal records and reporting procedures in relation to work injuries to ensure that the work injury cases are properly addressed and handled by the Group's management.

本集團維持有關工傷的內部記錄和報告程序，以確保工作受傷案件得到本集團管理層的妥善解決和處理。

During the Reporting Period, the Group did not have any material non-compliance with the Occupational Safety and Health Ordinance (Chapter 509 of the Laws of Hong Kong) and Employees' Compensation Ordinance (Chapter 282 of the Laws of Hong Kong). The Group did not record any accidents that resulted in death or serious physical injury during the past three years, including the Reporting Period. No material non-compliance with laws and regulations relevant to the health and safety of employees was identified. The following table shows the details of the Group's work-related fatalities and injuries that had occurred in the workplace during the past three years:

於報告期間，本集團並無任何嚴重違反香港法例第509章《職業安全及健康條例》及香港法例第282章《僱員補償條例》的情況。本集團於過去三年（包括報告期間）並無錄得任何導致死亡或嚴重肢體受傷的意外事件，亦未發現任何違反僱員健康與安全相關的法例及法規的重大事宜。下表顯示本集團於過去三年在工作場所發生的工作相關傷亡事故詳情：

		2023	2022	2021
		2023年	2022年	2021年
Number of work-related fatalities	工作相關死亡數目	0	0	0
Rate of work-related fatalities	工作相關死亡比率	0%	0%	0%
Lost days due to work injury	因工傷損失日數	207	28	46

Development and Training

To a catering service provider, quality customer service is imperative and one of the key elements of a successful business. To promote quality customer service, the Group offers comprehensive training to its restaurant staff to ensure that they possess the appropriate qualities and adequate skill-sets when serving the Group's customers.

發展及培訓

作為餐飲服務供應商，優質的客戶服務對成功的業務而言乃至關重要，亦是主要元素之一。為推廣優質的客戶服務，本集團為餐廳員工提供全面的培訓，以確保他們具備服務本集團顧客的適當質素及充足技能。

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Induction training and on-the-job training, briefings and seminars will be provided to the employees to ensure that the employees are equipped with appropriate skill-sets and techniques. Such qualities and skill-sets may include thorough knowledge of their work, good etiquette and manners, effective communication, welcoming personality and willingness to serve. The training offered focuses on different areas, including development of specific service skill sets, corporate culture, health and safety, business ethics and corruption prevention. The Directors believe that such training not only fosters the sustainable development of the Group but also facilitates the career prospects of each of the employees.

Labour Standards

The Group condemns any form of child exploitation or forced labour and is aware that these practices violate human rights and international labour conventions. In this regard, the Group strictly prohibits the employment of any child labour and forced labour. During the Reporting Period, no child labour, illegal labour or forced labour was reported. The Group was not aware of any case of material non-compliance with child labour and forced labour-related laws and regulations in Hong Kong, including the Employment Ordinance (Chapter 57 of the Laws of Hong Kong) and Immigration Ordinance (Chapter 115 of the Laws of Hong Kong), in relation to unauthorised entrants to Hong Kong and employment of illegal labour.

To prevent the aforesaid, the Group explicitly states the age requirement of its employees in its recruitment advertisements and new employees are required to declare on their documents that they have provided true and accurate personal data when they join the Group. The Group's recruiters are also required to strictly screen and review the supporting documents of the Group's employees, including medical examination certificates, academic certificates and identity cards. If there are any cases of forced labour, child labour and illegal immigrant labour on staff, employment with all these candidates will be immediately terminated. The Group would also take responsibility for the investigation.

本集團將為僱員提供入職培訓及在職培訓、簡報會及研討會，以確保僱員具備適當的技能及技術。有關質素及技能可能包括徹底認識彼等的工作、優良的禮儀及禮節、有效的溝通能力、有親和力的個性及服務意願。所提供的培訓專注於不同範疇，包括特定服務技能發展、企業文化、健康與安全、商業道德及預防貪污等。董事相信，該等培訓不僅促進了本集團的可持續發展，亦有利於各僱員獲得晉升機會。

勞工準則

本集團譴責任何形式的童工剝削或強制勞工，並意識到該等做法違反人權及國際勞工公約。就此而言，本集團嚴格禁止僱用任何童工及強制勞工。於報告期間，概無報告有關童工、非法勞工或強制勞工的情況。本集團並不知悉任何嚴重違反香港童工及強制勞工相關法律及法規的情況，包括香港法例第57章《僱傭條例》及香港法例第115章《入境條例》，涉及非法入港及僱用非法勞工。

為防止上述事件發生，本集團在招聘廣告上明確規定僱員的年齡要求，並要求新僱員入職時聲明彼等已提供真實準確的個人資料文件。本集團的招聘人員亦須嚴格檢查及審查本集團僱員的體檢證明、學歷證明及身份證等證明文件。倘員工中有任何強制勞工、童工及非法移民勞工的情況，所有該等候選人將立即被終止僱用。本集團亦將負責調查。

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OPERATING PRACTICES AND SOCIAL INVESTMENT

The Group believes that as an accountable enterprise, it bears the responsibility of spreading the concept of sustainability. As such, the Group aims to instil this concept in its business operations, beginning from its supply chain and products.

Supply Chain Management

Supply chain management has always been one of the key aspects of the Group's operation. The Group encourages all its business partners to adopt thorough sustainability practices during their operations to facilitate sustainable development.

To ensure provision of quality food, the Group has established a rigorous and regulated system of food procurement and processing. The criteria of the Group's selection of suppliers largely emphasizes product quality and environmental and social risk control. The Procurement Department will request the potential suppliers for quotation information, business registration certificates, food source certificates and other documents. After receiving the supplier information, the Procurement Department is required to fill in the "New Supplier Application Form" ("新供應商申請書") which is reviewed by the Board. The Board selects the supplies based on the following criteria:

- The capabilities and business operations of the potential suppliers and the products offered;
- The quality and stability of the supply of the products offered by the potential suppliers;
- The reputation of the potential supplier;
- The compliance status of the environmental and social laws and regulations;
- Quotations for products or services from potential suppliers; and
- General terms and conditions of supply, such as minimum order quantities, payment terms, delivery schedules and discounts offered.

營運慣例及社會投資

本集團相信，作為一間負責任的企業，我們肩負起傳揚可持續性概念的責任。因此，本集團旨在將此概念由供應鏈及產品開始，逐步向業務營運灌輸。

供應鏈管理

供應鏈管理一直為本集團營運的其中一項主要範疇。本集團鼓勵其所有商業夥伴在其營運中採納全面的可持續發展常規，促進可持續發展。

為確保提供優質的食品，本集團已就食品採購及加工設立嚴謹監管系統。本集團挑選供應商的準則大多偏重產品質素以及環境及社會風險的控制。採購部將向潛在供應商索取報價資料、商業登記證、食品來源證及其他文件。採購部於收到供應商資料後，須填寫「新供應商申請書」，其由董事會審核。董事會根據以下標準甄選供應物品：

- 潛在供應商的能力及業務運營以及所提供的產品；
- 潛在供應商所提供產品供應的質量及穩定性；
- 潛在供應商的聲譽；
- 環境及社會法律法規的合規情況；
- 潛在供應商的產品或服務報價；及
- 一般供應條款及條件，如最低訂購數量、付款條件、交貨時間表及提供的折扣。

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The Group regularly evaluates the performance of its suppliers, strengthens the management of environmental and social risks and promotes the sustainable development of the enterprise. Our quality control team conducts on-site inspections and assessments of key suppliers on their food handling procedures, storage facilities and hygiene. We also comply with international sourcing and United Nations standards and strictly enforce not to source any raw materials from any conflict or war zones restricted by the United Nations, or areas that practice slave, child or forced labour.

The supply chain management team conducts an annual evaluation of the Group's approved suppliers to ensure that they meet the Group's criteria. The regular assessment includes on-site inspections of the hygiene condition of the suppliers' workplaces, the production control and the implementation of its quality control system. With more than 15 years of operation, the Group has maintained good relationships with its suppliers, with an emphasis on a steady supply of fresh and quality food ingredients.

The Group gives priority to local suppliers when developing businesses in order to create employment opportunities for local communities and fulfil corporate social responsibility. During the Reporting Period, the Group had a total of 86 suppliers located in Hong Kong.

Product Responsibility

In discharging its responsibility to provide quality food and service, the Group ensures that the food ingredients are safe, fresh and of good quality upon delivery, in storage and during processing. The Group purchases ingredients that are suitable for cuisine and strictly maintains a high procurement standard to select diversified quality ingredients for its customers.

The Group did not have any non-compliance with applicable laws and regulations regarding health and safety, advertising, labelling and privacy matters related to services offered for the Reporting Period. These laws include but not limited to: Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong), Trade Marks Ordinance (Chapter 559 of the Laws of Hong Kong), Patents Ordinance (Chapter 514 of the Laws of Hong Kong) and Copyright Ordinance (Chapter 528 of the Laws of Hong Kong).

本集團定期評估供應商表現，加強環境及社會風險管理，促進企業的可持續發展。我們的質量控制團隊對主要供應商的食品處理程序、儲存設施及衛生進行現場檢查及評估。我們亦遵守國際採購及聯合國標準，並嚴格執行不得自任何聯合國限制衝突或戰區或存在奴隸、童工或強迫勞動的地區採購任何原材料。

供應鏈管理團隊對本集團獲認可供供應商進行年度評估，確保其符合本集團的標準。定期評估包括對供應商的工作場所衛生情況、生產控制及質量控制系統的實施進行現場檢查。經過逾15年的經營，本集團已與供應商維持良好關係，並側重於穩定提供新鮮優質的食品原料。

本集團在發展業務時優先考慮當地供應商，為當地社區創造就業機會，履行企業社會責任。於報告期間，本集團於香港共有86家供應商。

產品責任

在履行提供優質食品及服務的責任方面，本集團確保在食品原料在運輸、儲存及加工過程中為安全、新鮮及優質。本集團購買適合用作料理的食品原料，並嚴格維持高度的採購標準，為客戶挑選不同種類的優質食品原料。

本集團於報告期間並無發生任何違反與提供的服務有關的健康與安全、廣告、標籤及私隱問題的適用法律及規例的事件。該等法律包括但不限於：香港法例第486章《個人資料（私隱）條例》、香港法例第559章《商標條例》、香港法例第514章《專利條例》及香港法例第528章《版權條例》。

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Quality Assurance

In order to ensure food and service quality in each store, the Group established the Production Department and Operation Department to formulate a comprehensive product management and service management system for each store and the Group as whole. The Product Quality Standard as listed below:

質量保證

為確保每家門店的食品及服務質量，本集團已設立生產部及運營部，為每家門店及本集團整體制定完善的產品管理及服務管理體系。產品質量標準如下：

Overall Quality Management 整體質量管理

- Participation of all members, supervision of the whole process and all-round control
全員參與，全程監督，全方位管控

Inventory Management 庫存管理

- Inspection of incoming goods, inventory control, shipment management and inventory management
進貨檢驗、庫存控制、出貨管理及庫存管理

Standard Control 標準控制

- Focus on quality, hygiene, safety, flavour and appearance to ensure quality assurance during the production process
注重質量、衛生、安全、口味及外觀，確保生產過程中的質量保證

Procurement Management 採購管理

- Quality assurance of raw materials
原材料的質量保證
- Establishment of verification and monitoring system
建立核查及監控體系

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Hygiene Control

As a responsible catering service provider, the Group adopts standardised hygiene control procedures in the restaurants. The Chief Executive Officer will be responsible for leading the implementation of the Group's Environment, Resource and Safety ("ERS") and Hygiene Monitoring System Certification ("HCS"). All employees are responsible for ERS and HCS to ensure enhancement of environmental resources, occupational safety and food safety. The Group has also formulated a detailed ERS and HCS Manual and each store has at least one copy of the Manual for the store manager's reference and arranges management at all levels.

Complaint Management

The Group has set up various complaint and feedback channels, including guest comment cards, a telephone hotline, social media channels, emails and food critic websites, to collect opinions and suggestions from the customers of the Group. The customer feedback is compiled daily in the branches and further reviewed by the relevant personnel. The Management of the Group will look for areas of improvement based on the customers' comments and discuss with the Directors during meetings.

During the Reporting Period, the Group did not receive any material complaints and no material claims were made against the Group's food, nor were the Group's restaurants subject to any investigations in relation to food hygiene by any government authorities or relevant customer protection organisations.

衛生控制

作為負責任的餐飲服務供應商，本集團在餐廳採用標準化衛生控制程序。行政總裁將負責領導執行本集團的環境資源與安全（「ERS」）及衛生監測體系認證（「HCS」）。所有員工均對ERS及HCS負責，以確保加強環境資源、職業安全及食品安全。本集團亦制定詳細的ERS及HCS手冊，且每家門店至少備有一份手冊供門店經理參考，並安排各級管理工作。

投訴管理

本集團已設立多種投訴及反饋渠道，包括客人評論卡、電話熱線、社交媒體渠道、電子郵件及美食評論網站，以收集本集團客戶意見及提議。每天將在各分支機構收集客戶的反饋，並由相關人員進一步審閱。本集團管理層將根據客戶的意見尋找改進的領域，並在會議期間與董事討論。

於報告期間，本集團並無收到任何關於我們食品的任何重大投訴及重大索賠，我們的餐廳亦無受到任何政府當局或相關消費者保護組織的任何食品衛生調查。

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Protection of Intellectual Property Rights

Directors and employees are not allowed to disclose any proprietary information to third parties without the Group's approval. This information includes the Group's operating materials such as investment strategies, sales and marketing plans, new products, financial forecasts, patent applications, customer databases, copyrighted materials, etc.

Every director and employee who holds such proprietary information is responsible for safeguarding this information against misuse, including but not limited to monetary compensation for providing information, information for personal gain, and the Disclosure of information that may undermine the interests of the Group.

Protection of Data Privacy

In the course of its operations, the Group is engaged in developing and strengthening its data mining and analytical capabilities to enhance the catering experience of its customers. In this regard, the Group has collected and retained its customers' information.

The Group undertakes to strictly adhere to the relevant laws and regulations in relation to privacy to ensure that all the data in relation to its customers is securely kept in the Group's internal system with access control. The Group also sets out data privacy requirements in its corporate policies, under which customer data would be used exclusively for matters relating to the operations of the Group. The Group strives to ensure that all collected data is free of unauthorized or accidental access, processing, deletion or other use.

Advertising and Labelling

During the Reporting Period, the Group did not have material non-compliance with the relevant laws and regulations relating to advertising, such as the Trade Descriptions Ordinance (Chapter 362 of the Laws of Hong Kong), by ensuring that there are no false and misleading messages in its advertisements and promotional activities.

保護知識產權

未經本集團批准，董事及僱員不得向第三方披露任何專有資料。該等資料包括本集團的經營資料，如投資策略、銷售及營銷計劃、新產品、財務預測、專利申請、客戶數據庫、版權資料等。

持有此類專有資料的每位董事及僱員均有責任保護此資料不被濫用，包括但不限於提供資料以獲取金錢補償、為牟取個人利益提供資料及披露可能會損害本集團利益的資料。

保護數據私隱

於營運過程中，本集團致力發展及加強數據挖掘及分析能力，以提升客戶餐飲體驗。就此而言，本集團曾收集及持有客戶的資料。

本集團承諾嚴格恪守關乎私隱的相關法例及法規，確保一切與客戶有關的數據均安全地存放於本集團設置存取控制的內部系統內。本集團亦於企業政策列明資料私隱規定，據此，客戶資料僅用於與本集團營運有關的事宜。本集團致力確保所收集的一切資料不會在未經許可或意外的情況下遭取用、處理、刪減或作其他用途。

廣告及標籤

於報告期間，本集團藉著確保其廣告及推廣活動並無虛假及誤導訊息，並無嚴重違反與廣告有關的相關法例及法規，例如香港法例第362章《商品說明條例》。

Environmental, Social and Governance Report

環境、社會及管治報告

Anti-corruption

The Group encourages honesty, integrity and fairness in all aspects of its business, upholds a high standard of business ethics and prohibits any form of bribery and corruption. As a result, the Group has developed a series of anti-fraud and anti-bribery policies. During the Reporting Period, the Group had complied with the relevant laws and regulations such as the Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong).

The Group conducts regular assessments on systematic fraud risks, continues to monitor the effectiveness of risk control while addressing any deficiencies and enforces its fraud mitigation policies through collaboration with external parties. Apart from the anti-bribery and anti-corruption policies, the Group also encourages all its employees and business partners, including customers and suppliers, to proactively report any suspected misconducts to the Group. A whistle-blowing mechanism has been formulated providing a confidential channel to file complaints regarding fraudulent and unethical acts. A comprehensive and independent investigation will be conducted for each reasonably established report. All whistle-blowers who report in good faith are protected from retaliation or adverse consequence of their employment regardless of whether the allegation is substantiated.

The Group also provides internal anti-corruption training to Directors and Employees. The Group took reference to the anti-corruption guide, A Practical Guide to the Corruption Prevention System of Listed Companies (“上市公司防貪系統實務指南”), for the establishment of the internal corruption risk management framework. The data collection mechanism for anti-corruption training is under development and will disclose relevant information when ready.

During the Reporting Period, the Group did not have material non-compliance with the relevant laws and regulations in relation to bribery, extortion, fraud and money laundering, as well as the corporate policies on anti-corruption, including but not limited to the Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong). During the Reporting Period, no cases of corruption had been reported.

反貪污

本集團在業務各方面鼓勵真誠、誠信、公平的經營理念，堅持高標準的商業道德規範，並禁止任何形式的賄賂及貪污。因此，本集團已制定一系列反詐騙及反賄賂政策。於報告期間，本集團已遵守相關法例及規例，例如香港法例第201章《防止賄賂條例》。

本集團進行定期系統化詐騙風險評估，通過與外部各方合作，繼續監督風險控制措施是否有效，同時處理任何缺陷並透過與外部人士合作強化其緩減詐騙政策。除了反賄賂及反貪污政策外，本集團亦鼓勵所有僱員及業務合作夥伴（包括顧客及供應商）積極向本集團匯報任何可疑的不當行為。本集團已制定舉報機制，為投訴欺詐及不道德行為提供保密渠道。我們將對每份合理確定的報告進行全面及獨立的調查。所有善意舉報的舉報人均受到保護，無論指控是否屬實，都不會遭到報復或對其本身的受僱產生不利後果。

本集團亦為董事及僱員提供內部反貪污培訓。本集團參照反貪污指南《上市公司防貪系統實務指南》，建立內部腐敗風險管理框架。反貪污培訓的數據收集機制正在制定中，準備就緒後將披露相關資料。

於報告期間，本集團並無嚴重違反有關賄賂、敲詐、詐騙及洗黑錢的相關法例及法規以及反貪污企業政策，包括但不限於香港法例第201章《防止賄賂條例》。於報告期間，概無報告貪污的個案。

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Community Investment

The Group considers itself a social cell that needs to continue growing and changing along with the tides of social development. To facilitate this movement, the Group has set up various complaints and feedback channels to understand the needs of the community in which the Group operates and to ensure that its activities take into consideration the community's interests. Furthermore, the Group is actively committed to advancing society through its active involvement in the community.

The Group uses its best endeavour to help local communities and those in need through voluntary work, donation programmes and social enterprise support systems. The Group actively cooperates with charitable organisations to organise social activities to support public welfare and charitable projects so as to establish a good corporate image while fulfilling social responsibilities.

During the Reporting Period, the Group actively made contributions totaling HKD141,000 to a scholarship programme (“原來我得架”國茂獎學金) organised by “Yes I can Education Fund” in an effort for funding overseas education for students with financial difficulties in Hong Kong.

In the future, the Group will continue to emphasise the importance of engaging in the community through participation in community services and encourage its staff to actively participate in voluntary services. The Group will collaborate in spreading the charitable spirit to the community in which the Group operates. The Group believes that its employees are able to develop a stronger connection to the Group's corporate motto through their participation in such charitable activities.

社區投資

本集團視其為社會的細胞，需要隨著社會發展趨勢而持續成長及改變。為配合改變，本集團已設立多個投訴及回饋渠道，以了解本集團業務所在的社區需要，並確保其活動已兼顧到社區利益。再者，本集團透過積極參與社區活動，積極致力建設更美好的社會。

本集團透過志願工作、捐助計劃及社會企業支援系統，盡力幫助本地社區及有需要人士。本集團積極與慈善組織合作，舉辦社區活動，支援公共福利及慈善項目，以履行社會責任，同時建立良好企業形象。

於報告期間，本集團積極對「原來我得架」舉辦的「「原來我得架」國茂獎學金」捐獻合共141,000港元，以資助香港有經濟困難的學生出國留學。

未來，本集團將透過參與社區服務繼續強調社區參與的重要性，也會鼓勵員工積極參與志願服務。本集團將攜手合作，傳播本集團賴以運作的慈善精神。本集團相信，僱員透過親身參與慈善活動，可讓彼等與本集團企業座右銘建立更強的聯繫。

Environmental, Social and Governance Report

環境、社會及管治報告

SUMMARY OF KEY PERFORMANCE INDICATORS

關鍵績效指標概要

Environmental Aspects ⁴ 環境層面 ⁴	2023 2023年	2022 2022年	2021 2021年	Unit 單位
Aspect A1: Emissions				
層面A1：排放物				
A1.1 The types of emissions and respective emissions data				
排放物種類及相關排放數據				
Nitrogen oxides (NO _x) 氮氧化物(NO _x)	2.79	0.68	0.35	kg 千克
Sulphur oxides (SO _x) 硫氧化物(SO _x)	0.014	0.003	0.002	kg 千克
Greenhouse gas emissions in total and intensity				
溫室氣體總排放量及密度				
Scope 1 emissions 範圍1排放	37.1	9.0	4.6	tonnes CO ₂ -e 噸二氧化碳當量
Scope 2 emissions 範圍2排放	294.5	223.4	229.2	tonnes CO ₂ -e 噸二氧化碳當量
Scope 3 emissions 範圍3排放	3.6	5.2	–	tonnes CO ₂ -e 噸二氧化碳當量
Total greenhouse gas emissions 溫室氣體總排放量	335.2	237.6	234.5	tonnes CO ₂ -e 噸二氧化碳當量
Intensity (by revenue) 密度(按收益計)	11.1	8.7	18.6	tonnes CO ₂ -e/million HKD revenue 噸二氧化碳當量/ 百萬港元收益
Aspect A2: Use of Resources				
層面A2：資源使用				
A2.1 Direct and/or indirect energy consumption by type				
按類型劃分的直接及／或間接能源消耗				
Direct energy consumption 直接能源消耗	697.9	169.4	87.4	GJ 吉焦
Indirect energy consumption 間接能源消耗	612.6	582.6	450.8	MWh 兆瓦時
Total energy consumption 能源消耗總值	806.4	629.6	474.7	MWh-e 兆瓦時當量
Intensity (by revenue) 密度(按收益計)	26.8	23.1	37.7	MWh-e/million HKD revenue 兆瓦時當量/ 百萬港元收益

⁴ The environmental KPIs are calculated in accordance with the “How to Prepare an ESG Report? – Appendix 2: Reporting Guidance on Environmental KPIs” issued by the Stock Exchange.

⁴ 環境關鍵績效指標乃按照聯交所發佈的《如何編製環境、社會及管治報告？—附錄二：環境關鍵績效指標匯報指引》計算。

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Environmental Aspects ⁴ 環境層面 ⁴	2023 2023年	2022 2022年	2021 2021年	Unit 單位
A2.2 Water consumption in total and intensity 總耗水量及密度				
Total water consumption 總耗水量	5,789.3	8,253.0	6,020.7	m ³ 立方米
Intensity (by revenue) 密度 (按收益計)	192.3	302.3	477.8	m ³ /million HKD revenue 立方米/ 百萬港元收益
A2.5 Packaging material used for finished products 製成品所用包裝材料				
Total packaging material used 所用包裝材料總量	198.7	–	–	kg 千克
Intensity (by revenue) 密度 (按收益計)	6.6	–	–	kg/million HKD revenue 千克/ 百萬港元收益

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Social Aspects ⁵ 社會層面 ⁵		2023 2023年	2022 2022年	Unit 單位
Aspect B1: Employment 層面B1：僱傭				
B1.1 Total workforce 僱員總數				
Total number of employees		102	95	employee 名僱員
By gender 按性別劃分	Female 女性	60	47	employee 名僱員
	Male 男性	42	48	employee 名僱員
By employment type 按僱傭類型劃分	Full-time 全職	102	95	employee 名僱員
	Part-time 兼職	0	0	employee 名僱員
By age group 按年齡組別劃分	Under 30 years old 30歲以下	32	24	employee 名僱員
	30-50 years old 30至50歲	46	37	employee 名僱員
	Over 50 years old 50歲以上	24	34	employee 名僱員
By employee category 按僱員類型劃分	Senior level 高層	10	13	employee 名僱員
	Middle level 中層	10	13	employee 名僱員
	Entry level 初級	82	69	employee 名僱員
By geographical region 按地區劃分	Hong Kong 香港	102	95	employee 名僱員

⁵ The social KPIs are calculated in accordance with the “How to Prepare an ESG Report? — Appendix 3: Reporting Guidance on Social KPIs” issued by the Stock Exchange. Scope 2 emissions: Indirect emissions from the generation of purchased electricity consumed by the Group.

⁵ 社會關鍵績效指標乃按照聯交所發佈的《如何編製環境、社會及管治報告？—附錄三：社會關鍵績效指標匯報指引》計算。範圍2排放量：本集團消耗的購買電力產生的間接排放。

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Social Aspects ⁵ 社會層面 ⁵		2023 2023年	2022 2022年	Unit 單位
B1.2 Employee turnover rate 僱員流失比率				
Total employee turnover rate 總僱員流失比率		18%	42%	%
By gender 按性別劃分	Female 女性	17%	32%	%
	Male 男性	19%	52%	%
By employment type 按僱傭類型劃分	Full-time 全職	18%	42%	%
	Part-time 兼職	–	–	%
By age group 按年齡組別劃分	Under 30 years old 30歲以下	22%	31%	%
	30-50 years old 30至50歲	22%	62%	%
	Over 50 years old 50歲以上	4%	15%	%
By employee category 按僱員類型劃分	Senior level 高層	20%	31%	%
	Middle level 中層	40%	62%	%
	Entry level 初級	15%	41%	%
By geographical region 按地區劃分	Hong Kong 香港	18%	42%	%
Aspect B2: Health and Safety 層面B2：健康與安全				
B2.1 Number of work-related fatalities 因工亡故的人數		0	0	no. 人
Rate of work-related fatalities 因工亡故的比率		0%	0%	%
B2.2 Lost days due to work injury 因工傷損失工作日數		207	28	day 日

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Social Aspects ⁵ 社會層面 ⁵		2023 2023年	2022 2022年	Unit 單位
Aspect B3: Development and Training				
層面B3：發展及培訓				
B3.1 Percentage of trained employees				
受訓僱員百分比				
Percentage of total employees trained 佔受訓僱員總數的百分比		11%	11%	%
By gender				
按性別劃分				
	Female 女性	64%	30%	%
	Male 男性	36%	70%	%
By employee category				
按僱員類型劃分				
	Senior level 高層	82%	90%	%
	Middle level 中層	0%	0%	%
	Entry level 初級	18%	10%	%
B3.2 Average training hours completed				
完成受訓的平均時數				
Average training hours per employee 每名僱員受訓的平均時數		0.2	0.3	hour/employee 小時／僱員
By gender				
按性別劃分				
	Female 女性	0.2	0.3	hour/employee 小時／僱員
	Male 男性	0.3	0.3	hour/employee 小時／僱員
By employee category				
按僱員類型劃分				
	Senior level 高層	1.4	1.5	hour/employee 小時／僱員
	Middle level 中層	0	0	hour/employee 小時／僱員
	Entry level 初級	0.1	0.1	hour/employee 小時／僱員
Aspect B5: Supply Chain Management				
層面B5：供應鏈管理				
B5.1 Number of suppliers by geographical region				
按地區劃分的供應商數目				
Total number of suppliers 供應商總數		86	71	supplier 名供應商
By geographical region				
按地區劃分				
	Hong Kong 香港	86	71	supplier 名供應商

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Social Aspects ⁵ 社會層面 ⁵	2023 2023年	2022 2022年	Unit 單位
Aspect B6: Product Responsibility 層面B6：產品責任			
B6.1 Percentage of total products sold or shipped subject to recalls 已售或已運送產品總數中須回收的百分比	0%	0%	%
B6.2 Number of products and service-related complaints received 接獲關於產品及服務的投訴數目	0	0	no. 宗
Aspect B7: Anti-corruption 層面B7：反貪污			
B7.1 Number of concluded legal cases regarding corruption 已審結的貪污訴訟案件的數目	0	0	case 宗案件
Aspect B8: Community Investment 層面B8：社區投資			
B8.2 Resources contributed 所動用資源			
Total amount of donation in cash 現金捐贈總額	141,000	151,000	HKD 港元

CBK Holdings Limited
國茂控股有限公司